

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James J. Crow, Dennis L. Parker  
Assignee: Motive, Inc.  
Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A  
DYNAMIC SERVICE POINT MAP  
Serial No.: 09/542,273 Filed: April 4, 2000  
Examiner: L. Wang Group Art Unit: 2155  
Docket No.: MTV0016US

Austin, Texas  
December 14, 2004

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated September 14, 2004, having a shortened statutory period expiring on December 14, 2004. Further examination and reconsideration are respectfully requested in view of the remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper. A listing of claims begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

**Remarks** begin on page 7 of this paper.



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Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response to Non-Final Office Action (10 pages).

☒ The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

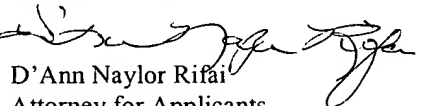
	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	25	Minus	25	=	0	x \$ 50.00	\$ 0.00
Independent Claims	4	Minus	4	=	0	x \$200.00	\$ 0.00
<input type="checkbox"/> Fee for Request for Continued Examination							\$ 0.00
<input type="checkbox"/> Fee for Request for Extension of Time (1-month)							\$ 0.00
<b>Total additional fee for this Amendment:</b>							\$ 0.00
<input checked="" type="checkbox"/> Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.							
<input checked="" type="checkbox"/> Please charge our Deposit Account No. 502306 in the amount of						\$	0.00
<input checked="" type="checkbox"/> Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.							
<b>Total:</b>							\$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on **December 14, 2004**.

  
Attorney for Applicants

12/14/04  
Date of Signature

Respectfully submitted,

  
D'Ann Naylor Rifai  
Attorney for Applicants  
Reg. No. 47,026